OneLogin Login Incidence Report
02-07-25 US Shard

What occurred

OneLogin services in the US shard became unresponsive after an update to the database was rolled out to solve an ongoing issue with the Provisioning service.

Affected systems

- Portal (US Region)
- Single-Sign On (US Region)
- MFA (US Region)
- RADIUS (US Region)
- Virtual LDAP (US Region)

Root cause

- As part of emergency work to restore full functionality of the Provisioning service, including password synchronization to third party directories, emergency maintenance was performed to remediate table bloat. As the table bloat maintenance was synchronized to downstream replica nodes, the process locked existing SQL sessions, and new queries were prevented from being created, leading to service failures.

Restorative actions taken

- Database nodes were sequentially taken offline so the table bloat process could complete, then restarted to re-establish active connections with front-end services.

Preventative actions taken

- Emergency maintenance procedures updated to avoid session locks.
- Code optimization for the underlying cause of the Provisioning service issue leading to table bloat.
- Complete Aurora database migration (scheduled for Q1 2025)

Timeline

Time (UTC)	Event
02/07 06:06	**OUTAGE BEGINS** Errors began to increase in US W2 region
02/07 06:31	**INCIDENT DECLARED**

02/07 06:32	US W2 region was taken out of service by redirecting traffic destined for US W2 region to US E2.
02/07 06:35	Similar errors begin to appear in US E2 region.
02/07 06:50	US W2 region is brought back into service.
02/07 08:20	Engineering identified recent database maintenance as the cause of the issue. They proceeded to remove each database replica from service and restart it to bring the database back in to sync. This task was performed against each instance in a single region, traffic was redirected to that region, then each replica was restarted and resynched in the other region before traffic was also routed to that region.
02/07 09:44	**OUTAGE MITIGATED** Errors subsided in both regions.
02/07 10:03	**INCIDENT CLOSED**

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